

Annex 1: CRS/ET FSP, Standard Operating Procedures

A. Special Attention: Political Rallies or Demonstration

CRS Ethiopia informs CRS staff and visitors that in the current political situation of Ethiopian political demonstrations may occur against TPLF forces and supporting Ethiopian defense forces without significant notice throughout Ethiopia. Such demonstrations may be organized by any party or group and can occur in any open space throughout the country. In Addis Ababa, applications for permits to conduct rallies are often requested for Meskel Square or Bel Air Field. Please remember that even public rallies or demonstrations intended to be peaceful have the potential to turn confrontational and escalate into violence. You should, therefore, stay alert and avoid areas of demonstrations. Exercise caution if in the vicinity of any large gatherings, protests, or demonstrations.

B. Staff Movement

Employee Locator for National and International Staff

Full compliance with the CRS Agency Employee “Locator” is a critical part of CRS Ethiopia’s and the Agency security management systems. The Employee Locator is used to provide information for ONLY short-term visits or TDYs to a country that is not your official post of duty. It should not be used to indicate transfers of assignment in process.

Vehicles

All vehicles are equipped with a regularly maintained first aid kit, appropriate tools, a spare tire and jack and two warning triangles. Vehicles used for travel outside Addis Ababa also include a shovel and a tow chain. Fuel, oil and water levels are checked and filled, regularly if not daily.

- Vehicles should be parked in direction ready for easy exit.
- All international and key national staff should know where spare keys are kept in the office.
- Vehicles should always have their fuel tanks at least half-full.
- First-Aid kit should at a minimum contain:
 - Gauzes, tape and bandages
 - Gloves
 - Scissors
 - Paracetamol/ibuprofen
 - Oral rehydration salts
 - Normal saline
 - Antiseptic ointment,
 - Antiseptic disinfectant (Dettol)

Documents to keep in vehicle(s) compartment

- Discharge of responsibility form for non-CRS passengers
- Copies of all certificates concerning the vehicle (registration card, insurance stickers)
- Log sheets and Emergency Contact list.

Passengers

- CRS staff, partners and individuals directly linked with CRS program activities are authorized to travel in CRS vehicles and covered by CRS insurance.
- Non-CRS passengers must sign a discharge of responsibility (Waiver Form).
- Transporting passengers not working for CRS or associated with Partner staff is expressly forbidden, including the transport of passengers for hire. CRS vehicles are also forbidden from transporting armed personnel.

Cargo

- Staff are expressly forbidden from transporting cargo (such as charcoal, foodstuffs etc.) for commercial purposes in CRS vehicles under any circumstance.

Road Travel

Prior to traveling by road to visit CRS activities outside your area, consult with other NGOs, partners, and/or the UN. The following guidelines are to be followed by all CRS (national and international) staff:

- Policy requires a five-day advance notice for travel requests.
- Ensure that there is at least one fully charged mobile phone (or sat phone if appropriate) along with a charger and relevant contact numbers available in the vehicle.
- Perform a vehicle check before leaving.
- Bring along food and water in case you get delayed.
- After you depart your location, contact the CRS/ET office upon arrival and again when you plan to return.
- Only drive on roads that are used regularly by locals.
- Fasten your seat belt.
- If you have to change your predetermined route, advise CRS/ET Operations of the change.
- Travel outside the city after twilight is prohibited unless specifically authorized by the CR.
- Use a CRS/ET driver (as appropriate/available).
- In case of signs of danger along the route, inform CRS/ET Operations Unit immediately/ASAP, seek alternative route or return to point of origin.
- Any decision to travel to a new or potentially insecure area must be made in consultation with the SFP or alternate SFP. CRS staff should not travel for the purpose of ascertaining the safety of roads, nor should CRS participate in such trips.
- If you have to drive on potentially insecure or recently inaccessible roads, always use 2 vehicles.

Checkpoints

- When approaching and stopping at a checkpoint slow down and show that you are intending to stop at the checkpoint.
- If you are required to stop be polite, comply with reasonable requests made by the guards. (Asking for ID, where you are coming from and where you are going, the purpose of your trip and asking to search the vehicle are reasonable requests).
- Requests made at a checkpoint to ride in the vehicle with you must be declined
- Remember to stop any cell phone/radio contacts. It is advisable to take off sunglasses and remove unnecessary items from the dashboard.
- Your hands should be visible to the guards at all times. Reaching to your side to unbuckle your seatbelt could be construed as reaching for a side arm. If you have to unbuckle your seatbelt, make your intentions known to the guards, or make sure one of the guards can see you.
- Answer the questions directly and succinctly. Do not volunteer more information than necessary.
- Stay in the vehicle unless ordered out. If ordered out, stay by the vehicle if possible, and observe any search of the vehicles to avoid items being taken or illegal items being placed in the vehicle.
- Protest removal of personal items from the vehicle but do not resist. Do not argue with an armed person. Report the incident immediately to CRS/ET Administration, SFP or CR.

Vehicle Accident Response

In the event of a driving accident, take the following measures when possible:

- Assist yourself and other passengers to safety.
- Contact the Head of CRS/ET Operations Unit, the SFP or alternate.
- Contact the local police/Operations or NGO representatives in the area.
- If persons outside of your vehicle were affected, assess the risk of mob justice against you and determine whether it is advisable to offer to help them, according to your best judgment and depending on the current security situation.
- If the situation permits, get the full name of the drivers of other vehicles involved in the accident, as well as their driving license number, vehicle plate number and insurance carrier name and policy number
- Make sure to get the full name, badge number, and duty posting of any police personnel who are present at the scene and try to get them to accompany you to the police station.

- In the presence of other CRS, local administration, or NGO personnel, proceed to police station and file a report.
- Complete the Vehicle Incident or Accident Report Forms (depending on the circumstances) and submit it to CRS/ET Administration.

Vehicle Accident Prevention

The best way to respond to vehicle accidents is to prevent them by practicing general road safety and driving defensively. All persons operating CRS/Ethiopia vehicles are encouraged to use the following procedures:

1. Comply with Speed limits. The following speed limits apply to the different types of roads in Ethiopia:
 - Inter-city highways - 60 kph
 - Ring Road expressway – 80 kph
 - Major arteries in Addis – 60 kph
 - Minor paved streets in towns – 40 kph
2. Travel time table
Limit the extent of travel during the night and twilight hours, when visual function is limited. This includes departing for long trips early enough to reach final destination before twilight. The following destinations/departure points and corresponding departure times apply:

From	To	Dep. time	From	To	Dep. Time
Addis Ababa	Adigrat	06:00 am	Adigrat	Addis Ababa	06:00 am
Addis Ababa	Mekelle	08:00 am	Mekelle	Addis Ababa	08:00 am
Addis Ababa	Dessie	06:00 am	Dessie	Addis Ababa	06:00 am
Addis Ababa	Dire Dawa	06:00 am	Dire Dawa	Addis Ababa	06:00 am
Addis Ababa	Emdibir	2:00 pm	Emdibir	Addis Ababa	2:00 pm
Addis Ababa	Hosanna	06:00 am	Hosanna	Addis Ababa	06:00 am
Addis Ababa	Kombolcha	06:00 am	Kombolcha	Addis Ababa	06:00 am
Addis Ababa	Alem Tena	02:00 pm	Alem Tena	Addis Ababa	02:00 pm
Addis Ababa	Meki	02:00 pm	Meki	Addis Ababa	02:00 pm
Addis Ababa	Nazareth	03:00 pm	Nazareth	Addis Ababa	03:00 pm
Addis Ababa	Wonji	02:00 pm	Wonji	Addis Ababa	02:00 pm

3. Limit the duration of uninterrupted driving. On trips lasting over 2 hours, the driver should stop to rest for 15 minutes every 2 hours
4. Limit the number of long-distance travel days in sequence. On trips lasting over 2 days, an alternate driver should be among the passengers so that no driver shall be asked to drive longer than 16 hours more than 2 consecutive days.
5. Read the Ethiopian Driver’s Manual, (a translation to English is underway) and respect the rules.
6. Expect that other drivers will NOT obey the rules, and apply defensive driving – comply with speed limits, indicate latest time to hit the road for frequent itineraries, indicate how often drivers should rest on a long trip and you should also provide a measure to prevent that multiple day long distance driving be done.

Air Travel

Currently, Bole Airport at Addis Ababa is functioning normally with regular schedules of domestic and international flights. Delays are common, particularly but not exclusively, for domestic flights. Delays usually occur without formal explanation and can last anywhere from less than an hour to a whole day, before a flight cancellation is announced.

Radio Communication

CRS/ET does not have any radio communication equipment, which the government bans for most non-governmental organizations. As an alternative cell phones are utilized.

C. Management of Offices and Residences

List of Equipment/ Inventory

The Manager of each department has a list of all essential documents and equipment and has assigned the selected items to specific individuals for removal in case of emergency such as evacuation due to fire or conflict. Department Heads have provided the SFP with a copy of this list. Additionally, a list of emergency equipment kept at International Staff residences is provided to each international staff member. The Operations Department Manager is responsible to ensure that other Department Managers update their departmental lists as the Country Program's inventory is updated.

Naming a Security Officer per Household

Each international staff member is considered Security Officer in his/ her own household, except in cases where he/ she spends a large amount of time traveling. In this case, the spouse is named as SO. An information packet for each household security officer is provided by the CRS Operations Department, and will include items called for in the document "Security and Staff Safety: Guidelines for CRS Field Workers"

Management of personnel concerned with security

All persons employed as guards at CRS offices have been issued job descriptions. Additionally, adaptation of these job descriptions for residential guards employed by international staff members will be undertaken concurrently.

D. Staff Health

For information related to health risks in East Africa and preventive measures, staff should consult the website of the US Centers for Disease Control and Prevention (CDC): <http://www.cdc.gov/travel.eafrica.htm>

All staff are encouraged to know their health status. All staff should be aware of his/her blood type, allergies, and immunization record, keep track of time for booster shots and new vaccinations. All staff should always carry ID cards with emergency information. The CRS/ET Addis Ababa office has four first aid kits: One on each floor. All CRS drivers are trained in basic first aid. (First Aid Kit locations pertains to the current office—this information to be update for New office).

Malaria: Even though Addis Ababa and much of the highlands are not malaria-prone areas, all staff should take the appropriate precautions for malaria when traveling to affected parts of the country (mostly located in the southern parts of the country). These include the following recommendations:

- Take prophylaxis medication when traveling to malaria prone areas
- Sleep under a treated mosquito net
- Wear pants, long sleeved shirts and socks after dusk
- Keep your office/residence mosquito free by covering water containers, keeping doors and windows shut at night, and routine spraying.

If you notice ANY symptoms, no matter how minimal, have a blood test done immediately. Some common symptoms include fatigue, headache, body aches, fever, chills, nausea, vomiting and diarrhea. Since the symptoms and stages can vary so widely, it can be difficult to tell if you have malaria. The key to avoiding serious complications is early detection, followed by appropriate treatment. Never wait, because the complications can develop very rapidly.

Blood Transfusions - Given the poor standards of hospitals in Ethiopia, international staff should be careful to follow proper precautions should an immediate blood transfusion become necessary. St. Gabriel Hospital and Hyatt Hospital (0116614250 or 0116181096) have links with the Red Cross Blood Bank, which is coordinated by Dr. Girma (0115159231). While donors are selectively

screened, their blood is only tested for HIV. However, before releasing any units, the bank will conduct additional tests for hepatitis B and some STDs especially for expatriates. The policy, however, is to replace the number of units you take with new donations, presumably from friends, family or colleagues. Maintaining a supply of plasma is not an option, as it needs to be kept in closely-monitored cold storage.

COVID-19

Visitors to the country will be shared recent directive from Federal Ministry of Health, COVID-19 directive 803/2021

This Directive may be cited as an amended directive to provide on Prohibited Activities and Imposed Duties for the Prevention and Control of COVID-19.

- All visitors to the country is required to have PCR test result. Sample should be given before 72 hours before the arrival to Addis Ababa.
- Required 7 days quarantine on arrival, unless the traveler is fully vaccinated in which case, they can skip the quarantine.
- CRS Operation department will arrange PCR test 72 hours before leaving the country, as this is the requirement in the airport to cross the checking

E. Other Issues

Mob confrontation against a vehicle or individual away from the Office

The best way to deal with mob confrontation is to avoid it. Accordingly, all staff should be aware of mob activity before traveling to or from the office. When they are aware of mob activity, the Security Officer and the Operations Department will monitor the situation by local radio and notify staff. In such situations, staff should limit travel to only essential movements. Advance or delay movement or alter routes to avoid areas commonly used for demonstrations, such as:

- a. Meskel Square including Stadium area
- b. Addis Ababa University including college of commerce area
- c. Kotebe College of Teacher's Education
- d. High school areas
- e. Market places

Await word from the Security Officer (through the telephone tree) before returning to normal activities. If staff members hear of a situation but are away from a violent area, they should not proceed to the office or the violent area. They must remain in their residence or a secure location, activate the CRS phone tree and await instructions. Afterwards, they must fill out the Security Incident Report Form.

If a mob approaches you despite these precautions, change your course immediately and move to a place of safety. If you are in a vehicle where traffic does not allow you to move your vehicle away, be prepared to abandon the vehicle if your life of safety is threatened by remaining with the vehicle.

CRS national staff can participate in local politics; however, they should do so as private citizens and not in the name of CRS (or when wearing clothing or markings that identifies themselves as CRS employees).

Fire Preparedness

In the event of fire, immediate action must be taken to prevent the loss of life, the destruction of property, equipment and critical information. The person in charge of a fire emergency is the SFP or an alternate SFP. All CRS/ET Addis Ababa guards have been trained by the fire brigade of Addis Ababa on how to proceed and use the necessary equipment to extinguish a fire.

- Appropriate fire detection and extinguishing equipment has been procured for the CRS/ET office and vehicles. Fire extinguishers are staged in the following locations: each floor in the main stairwell.

In addition, CRS/ET will install one fire extinguisher in each international staff residence. Extinguishers are maintained every 6 months or before expiry. Each department head has a list of all essential documents and equipment and has assigned the selected items to specific individuals for removal in case of fire evacuation. Department Heads have provided the SFP with a copy of this list.

If you discover a fire and it is not out of control:

1. Attempt to extinguish it using available equipment.
2. Communicate the incident to the SFPs or alternate SFP.
3. Notify all personnel present in the vicinity.
4. Notify the Fire Department, if necessary.

Fire Brigade IV:	011 156 7004
Other Addis Fire Brigades	011 276 9146
	011 466 3420
	011 442 5563
	011 663 0373, 011 663 1998
	011 434 0096
Red Cross Ambulance Service:	907

If you discover a fire and it is out of control:

1. Contact the Fire Department.
2. Quickly lock any confidential materials in the designated filing cabinet.
3. Turn off electrical equipment and lights.
4. Collect essential personal possessions and designate responsibilities.
5. Close all windows and doors.
6. Assist any visitors to safely exit the building.
7. Evacuate the building.
8. Proceed to the designated assembly area (the flower garden, until otherwise specified) and await further instructions.
9. The SFP or an alternate SFP will deal with authorities and designate another staff person to check that all staff present are accounted for, as per the daily attendance record.
10. SFP instructs guards to ensure that the compound periphery walls/exits are secured to prevent unauthorized access to the building. Only permit entry by authorized, non-fire fighting personnel in order to conduct a rescue or an official investigation.

Bomb Threat Response

In the event of a bomb threat, immediate action must be taken to ensure the security of CRS personnel and property. The SFP, or the alternate SFP, is in charge of conducting the response to a bomb threat. The bomb threat may be transmitted by letter, telephone or in a package. CRS guards, drivers, and secretaries will receive training on how to detect possible bombs and the proper procedures, as described below, for dealing with such threats.

If a CRS office receives a bomb threat via the telephone:

1. Receiver of the call should record details of call.
2. Receiver notifies SFP or alternate SFP.
3. SFP or alternate SFP makes a rapid check around the office and instructs each member to check his/her own personal area. If anything, suspicious is found, **DO NOT TOUCH IT, MOVE IT, OR DISTURB IT IN ANY WAY.**
4. SFP, or alternate SFP, decide whether to evacuate.
5. Contact Police and Fire Departments

- Kebele Police (CRS/ET office): 011 259 3338
National Police: 911
Fire Brigade: 011 156 7004
6. Forward completed Bomb Threat report to SFP.

If a CRS office receives a written bomb threat:

1. The person who receives the note should immediately give the document and envelope to the SFP or alternate SFP, and provide any details concerning its receipt.
2. SFP or alternate SFP decide whether to evacuate.
3. Contact Police Department
Kebele Police: 011 259 3338
National Police: 911

If a CRS office receives a suspected letter/package bomb:

1. DO NOT OPEN, CRUSH OR THROW AWAY.
2. Leave the room immediately
3. Call SFP or alternate SFP immediately.
4. SFP and/or alternate SFP decide whether to evacuate.
5. Contact local authorities to remove the item and investigate.

Kebele Police (CRS/ET office): 011 259 3338 National Police: 911

If evacuation is ordered:

1. Quickly lock confidential materials in the designated filing cabinet.
2. Leave windows and doors open. Do not operate any switches.
3. Assist any visitors to safely exit the building.
4. Evacuate the building.
5. Proceed to designated assembly area and await further instructions.
6. SFP checks that all staff present that day are accounted for, as per the daily attendance record.

Once a building has been evacuated, staff should not reenter it until it has been thoroughly searched and is deemed safe to reenter by the SFP (in consultation with local authorities).

Response to Armed Intrusion

In the event of an armed intrusion while staff members are present:

- Stay calm and cooperate. Do not argue or resist. Hand over all items requested.
- If abducted or taken hostage, do not speak about politics, military or security issues. If compelled to do so, make neutral or agreeable statements.

After the incident:

1. Contact the SFP or alternate SFP immediately.
2. Contact US Embassy Security Officer.
3. Contact Ethiopian police.
4. Fill out Security Incident Report Form.

Hostage Situation

- If you become a victim in a hostage-taking situation, do not resist. Obey the person with the weapon. Avoid sudden movements that threaten the captor(s).
- If the hostage situation is ongoing, try to build a relationship with your captor(s). Avoid controversial subjects likely to upset the hostage takers. Emphasize your humanitarian status but do not give away personal information about yourself, your family, or your colleagues. Be careful not to push too much and irritate the captor(s). You will need to assess the situation and determine if developing a relationship will help or increase your risk.

- Consider the implications an escape plan(s) may have on the other hostage(s) who remain. In the event of a violent assault to free the hostage(s), lie on the floor with your hands above your head. DO NOT try to assist. If you are active in this situation, you are likely to be mistaken for a hostage taker and shot.